



Associate Property Agent

Exam Code: 4VA22

Department: State of California

Exam Type: Servicewide, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Associate Property Agent – \$5,518 - \$6,907 per month

[View the Associate Property Agent classification specification](#)

APPLICATION INSTRUCTIONS

Application Cut-Off Dates:

- **January 1, 2024**
- **July 1, 2024**

Who Should Apply:

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken this examination, you may not retake it for **twelve (12) months**.

How To Apply:

Complete and submit the following required documents to the address indicated below. Do not submit documents to the California Department of Human Resources (CalHR).

- [Examination/Employment Application \(STD 678\)](#). When completing the Examination/Employment Application (STD 678), you must provide specific start dates, end dates, average hours worked (ranges are not accepted), and duties performed for each position; applications without that information may be rejected.
- Qualifications Assessment (please see below).
- Proof of Education, if using Education to qualify for the classification (copies of transcripts are acceptable for the purpose of the examination).

Send your application package by mail or hand deliver to:

California Department of Veterans Affairs
Human Resources Branch
ATTN: Examinations Team
1227 O Street, Room 404
Sacramento, CA 95814

You may also send your application package via email to Exams@CalVet.ca.gov. Applications packages submitted via email must be in .pdf formats; we will not accept documents submitted in any other file formats.

Indicate the examination title on your application.

Completed applications and all required documents must be received or postmarked by the cut-off date. Applications postmarked or emailed after the cut-off date or received via hand delivery or interagency mail after 5:00 p.m. on the cut-off date will be held and processed in the next administration period. Postmark dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered postmark dates for the purpose of determining timely filing. Applications received via fax will not be accepted.

Special Testing Arrangements:

If you require assistance or alternative testing arrangements due to a disability, mark “yes” for Question #10 on the STD 678 (Rev. 7/2019) and include a completed Accommodation Request form STD 679. The Examinations Team will contact you via telephone or mail to make arrangements.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Associate Property Agent

Either I: Two years of experience in the California state service performing the duties comparable to an Assistant Property Agent. (Persons with 18 months of qualifying experience may be admitted to the examination, but they must satisfactorily complete two years of such experience before they can be considered eligible for appointment.)

Or II: Four years of experience within the last ten years acquired in one or a combination of the following types of work in a governmental agency, bank, title and trust, savings and loan, insurance, real estate or similar organization lending on or acquiring real property: (1) property appraisal; or (2) building cost estimation; or (3) evaluation of qualifications of applicants for real estate mortgage credit; or (4) examination and interpretation of property titles.

(Experience in real estate sales or transfers will not be considered equivalent to the appraisal and valuation work referred to in this requirement.) (At least two years of this experience must have been at a level in responsibility to an Assistant Property Agent in the California state service.) **AND**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

POSITION DESCRIPTION

This is the journey person level. At this level agents are fully qualified, under direction, to appraise all types of home and farm properties and recommend disposition of Cal-Vet loan applications. Incumbents may perform technical review of documents to secure marketable title to property and direct issuance of escrow instructions for purchase or sale of property. Associates also participate in the most difficult aspects of contract servicing relating to payment of property taxes, fire and hazard insurance, disaster indemnity, life and disability insurance coverage and claims, delinquent loan accounts, improvement loans and consents to encumber processing. Agents at this level review appraisals and loan-related recommendations made by staff at lower levels and field review appraisals in unique and problem cases. Incumbents may serve in a lead capacity for training purposes and may assist Senior and Supervising Agents in the development of community relations. Associate level agents may also be assigned to provide itinerant services in geographic areas remote from district offices.

EXAMINATION SCOPE

This examination consists of the following components:

Qualifications Assessment – Weighted 100% of the final score.

The examination will consist solely of a **Qualifications Assessment**. To obtain a position on the eligible list, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Qualifications Assessment process.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

Knowledge of:

1. Provisions of the Military and Veterans Code as it relates to real property.
2. Legal procedures and documents involved in real property transactions.
3. Real property law.
4. Common methods of describing real property.
5. Property values and the effect of social, economic and political trends upon value, price and cost of improvements.
6. Provisions of the Military and Veterans Code and departmental rules relating to the purchase of farms and homes for veterans.
7. California real estate law and practice.
8. Principles and methods of appraisal, title examination, building plans analysis, minimum property standards, and building codes relating to acquisition of property for veterans.
9. Materials, methods, equipment, and practices used in the construction and inspection of single-family dwellings.
10. Principles of functional planning, design, and plot planning for residences.
11. Identification of structural instability and hazards to real property.
12. Legal procedures, instruments, and terminology used in purchasing, selling, renting, leasing, and repossessing real property.
13. Basic training methods and principles of supervision.

Ability to:

1. Make complex appraisals, construction examinations, plans analyses and insurance claims adjustments.
2. Manage, restore and dispose of repossessed properties.
3. Work independently and render itinerant service in an area remote from Headquarters or district offices.
4. Effectively train and serve as a lead person for lower level Property Agents.

ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the Associate Property Agent classification will be established for the State of California (all State of California departments, statewide).

The names of successful competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **twelve (12) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and [the Veterans' Preference Application](#) (STD 1093) is available online. Additional information on veteran benefits is available at the Department of Veterans Affairs.

TAKING THE EXAMINATION

Qualifications Assessment: If you meet the minimum qualifications for this classification, your responses to the questions and statements on the Qualifications Assessment will be scored against predetermined rating criteria. The Qualifications Assessment has been attached to this bulletin and may be found below.

Your completed examination must be submitted along with the Examination/Employment Application (STD 678). When completing the Examination/Employment Application (STD 678), you must provide specific start dates, end dates, average hours worked (ranges are not accepted), and duties performed for each position; applications without that information may be rejected. Follow the instructions listed in the "How to Apply" section above.

PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

Employment History: Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

Education: School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

Training: Class titles, certifications received, names of persons who can verify your

TESTING DEPARTMENTS

State of California (all State of California departments)

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please provide your name, examination title, and contact us at:

California Department of Veterans Affairs
1227 O Street, Room 404
Sacramento, CA 95814
Phone: (800) 952-5626
Email: Exams@CalVet.ca.gov

California Relay Service: 7-1-1 (TTY and voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

GENERAL INFORMATION

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this

bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The California Department of Human Resources (CalHR) reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.



Associate Property Agent Qualifications Assessment Examination

READ INSTRUCTIONS CAREFULLY

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The **Associate Property Agent** examination consists of a Qualifications Assessment Examination used to evaluate your education, training, and experience. The eligible list resulting from this examination process will be used by all state departments to fill their existing positions.

This Qualifications Assessment Examination will account for 100% of the weight of your examination for this classification. Therefore, please be sure to follow the instructions carefully.

Candidate's Name: _____

Social Security Number: _____

Address: _____

*****In order to expedite the examination process, your phone numbers are required*****

Home Phone Number: _____

Work Phone Number: _____

Cellular Phone Number: _____

Section 1: Employment/Education Verification

Include any previous and current Employment and/or Education information that may apply to this examination. You will use this information to complete Sections 2 and 3. Contact may be made to confirm that you have paid or unpaid experience pertaining to the duties and requirements listed in this examination. List all Employment and/or Education information that applies.

EMPLOYMENT

Employment A

Job Title: _____

Organization Name and Address: _____

Dates Worked: From: _____ To: _____

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____

Contact Phone Number(s) of the above Individual(s): _____

Employment B

Job Title: _____

Organization Name and Address: _____

Dates Worked: From: _____ To: _____

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____

Contact Phone Number(s) of the above Individual(s): _____

Employment C

Job Title: _____

Organization Name and Address: _____

Dates Worked: From: _____ To: _____

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____

Contact Phone Number(s) of the above Individual(s): _____

Employment D

Job Title: _____

Organization Name and Address: _____

Dates Worked: From: _____ To: _____

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____

Contact Phone Number(s) of the above Individual(s): _____

Employment E

Job Title: _____

Organization Name and Address: _____

Dates Worked: From: _____ To: _____

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____

Contact Phone Number(s) of the above Individual(s): _____

Employment F

Job Title: _____

Organization Name and Address: _____

Dates Worked: From: _____ To: _____

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____

Contact Phone Number(s) of the above Individual(s): _____

EDUCATION**Education A**

School Name and Address: _____

Degree(s) Earned: _____

Date(s) Attended (mm/dd/yyyy): From: _____ To: _____

Education B

School Name and Address: _____

Degree(s) Earned: _____

Date(s) Attended (mm/dd/yyyy): From: _____ To: _____

Education C

School Name and Address: _____

Degree(s) Earned: _____

Date(s) Attended (mm/dd/yyyy): From: _____ To: _____

Education D

School Name and Address: _____

Degree(s) Earned: _____

Date(s) Attended (mm/dd/yyyy): From: _____ To: _____

CERTIFICATION – IMPORTANT – PLEASE READ CAREFULLY BEFORE SIGNING
IF NOT SIGNED, THIS EXAMINATION MAY BE DISQUALIFIED

Before a final score is determined, your responses to exam questions will be verified. An exams manager or personnel staff member may contact the individuals or educational institutions you have provided to confirm job dates, experience, duties, achievements, and/or possession of knowledge, skills, and abilities. Failure to provide adequate employment and/or education information may result in a low score or disqualification from this Examination.

If it is determined at any time that you have made any false or inaccurate representations in any of the information you have provided on this Examination, you may be disqualified from this process, removed from the certification list(s), suffer a loss of State employment, and/or suffer a loss of the right to compete in any future State of California hiring processes. You are solely responsible for the accuracy of the responses provided.

This warning has been provided to protect your rights as a job candidate as well as the rights of the department. Be advised that you are expected to answer truthfully and accurately.

I certify and understand that all statements I have made in this Examination are true and complete to the best of my knowledge and contains no willful misrepresentation of falsifications. Failure to include original signature may result in disqualification.

Signature

Date

FILING INSTRUCTIONS

Please submit your completed Qualifications Assessment Examination and a State Application (STD 678) as follows:

Mail or Hand Deliver to:

California Department of Veterans Affairs
Examination Unit
1227 O Street, Room 404
Sacramento, CA 95814
Phone: (916) 653-2535
Email: exams@calvet.ca.gov
Website: www.calvet.ca.gov

Name: _____

MINIMUM QUALIFICATIONS

Each candidate must meet the minimum qualifications on his/her application by the date it is received. If not, the candidate's application in the examination process will be rejected and his/her Qualifications Assessment Examination will not be scored. Please ensure that your State Application (STD. 678) clearly indicates your education, experience, and licensure information reflective of the minimum qualifications for this examination process as stated below:

Either I: Two years of experience in the California state service performing the duties comparable to an Assistant Property Agent. (Persons with 18 months of qualifying experience may be admitted to the examination, but they must satisfactorily complete two years of such experience before they can be considered eligible for appointment.)

Or II: Four years of experience within the last ten years acquired in one or a combination of the following types of work in a governmental agency, bank, title and trust, savings and loan, insurance, real estate or similar organization lending on or acquiring real property: (1) property appraisal; or (2) building cost estimation; or (3) evaluation of qualifications of applicants for real estate mortgage credit; or (4) examination and interpretation of property titles.

(Experience in real estate sales or transfers will not be considered equivalent to the appraisal and valuation work referred to in this requirement.) (At least two years of this experience must have been at a level of responsibility to an Assistant Property Agent in the California state service.) **AND**

Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

JOB REQUIREMENTS

The following are job requirements. Please respond to each question by marking the appropriate box. If you are unwilling or unable to comply with any of the following job requirements, it will be grounds for elimination from the examination process.

1. Are you willing to abide by and adhere to the departmental policies and procedures if appointed to a position with the State of California? ☐ **Yes** ☐ **No**
2. Are you willing to report to work on time and follow procedures for reporting absences? ☐ **Yes** ☐ **No**
3. Are you willing to maintain cooperative, professional, and effective interactions with employees, individuals served, and the public? ☐ **Yes** ☐ **No**
4. Are you willing to keep current with the completion of all required training? ☐ **Yes** ☐ **No**

STATE EMPLOYMENT INFORMATION FOR PREVIOUSLY DISMISSED EMPLOYEES

Complete this section ONLY if you have been previously **dismissed** from California State Civil Service employment by punitive action or as a result of disciplinary proceedings. **IF THIS DOES NOT APPLY TO YOU**, please select Not Applicable.

Rule 211 provides that a dismissed State employee may only participate in State Civil Service examinations if he/she has obtained prior consent from the State Personnel Board.

1. **Do you have written permission from the State Personnel Board Executive Officer to take this examination?**
☐ **Yes**
☐ **No**
☐ **Not Applicable (Most Common)**

Section 2: Task Ratings

Instructions:

Respond to each of the following items by indicating how the statement applies to you. You are required to respond to every item.

Using the scales (Experience/Education, Frequency, Verification) provided below, you will rate your experience performing specific job-related tasks.

In responding to each item, use the information you listed in **Section 1: Employment/Education Verification**.

Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).

For items 1-37, provide responses regarding your:

- **“Experience/Education”** – Using the Experience/Education rating scale identify the corresponding number for the amount of time, based on your experience and/or education that you have performed the item, and write that number in the Experience/Education box. Please complete this for each item.
- **“Frequency”** – Using the Frequency rating scale identify the corresponding number of times you have performed the item, and write that number in the Frequency box. Please complete this for each item.
- **“Verification”** – Mark the “Emp” and “Edu” boxes that match your employment and/or education listed in **Section 1: Employment/Education Verification**.

Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).

- Ensure you have marked at least one box for each item in the Verification column.
- Make sure the Verification column is marked correctly for the Employment/Education you indicated.

EXPERIENCE / EDUCATION SCALE

I have performed this task for:

4 – More than seven years.

3 – More than five years and up to seven years.

2 – More than three years and up to five years.

1 – More than one year and up to three years.

0 – Less than one year.

FREQUENCY SCALE

I have performed this task:

4 - More than 30 times.

3 - At least 21-30 times.

2 - At least 11-20 times.

1 - At Least 1-10 times.

0 - 0 times.

Item	Task / Duty	Experience / Education	Frequency	Verification Employment (Emp) Education (Edu)
1	Counsel delinquent contract holders.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
2	Negotiate, prepare, and monitor repayment agreements.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
3	Analyze and process hardship requests, deferrals, and loan term extensions.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __

Item	Task / Duty	Experience / Education	Frequency	Verification Employment (Emp) Education (Edu)
4	Manage repossessed properties, including rentals, leases, and sales.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
5	Attend and testify on legal trials associated with evictions, bankruptcies, title claims, loan appeals, insurance claims, impound accounts, and other areas.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
6	Ensure accuracy and compliance with applicable regulations.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
7	Analyze, reconcile, adjust accounts (delinquent or current), impound accounts, post of payment, review title reports, and make recommendations for action (e.g., collection, cancellation, repossession, etc.).			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
8	Analyze accounts.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
9	Order credit reports and appraisals or Broker Price Opinions.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
10	Analyze, monitor, and input private mortgage insurance claims, United States Department of Veterans Affairs (USDVA) claims, process claims checks, and research, monitor, and prepare reports.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
11	Apply knowledge of federal, private mortgage insurance, VA guarantees, and Ginnie Mae to loan origination, loan underwriting, and loan servicing functions.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __

Item	Task / Duty	Experience / Education	Frequency	Verification Employment (Emp) Education (Edu)
12	Independently review and analyze credit reports and handle credit reporting issues.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
13	Provide customer service to the public/customers, other Agencies, staff, etc. through mail, email, fax, telephone, in person, etc.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
14	Develop and maintain professional relationships with management, staff, the veteran community, and real estate industry.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
15	Participate in special projects (e.g., planning, research, reporting, monitoring, etc.).			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
16	Attend training programs.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
17	Respond to and research any inquiries/problems concerning policies and procedures related to current or delinquent loan payments, property tax payments, disclosure statements, loan decisions, and amortization of the loan.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
18	Analyze accounts and prepare written analyses of the accounts payment histories and make recommendations for issues that arise regarding term extensions, payment issues, or the close out of paid in full loans.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
19	Perform the necessary duties to make corrections to customer accounts as needed.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __

Item	Task / Duty	Experience / Education	Frequency	Verification Employment (Emp) Education (Edu)
20	Review Grant Deeds or other documents that transfer title and issue Demand For Payoff as requested by title/escrow companies, banks, the loan holder, etc.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
21	Prepare and update desk manuals, department manuals, reports, and research.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
22	Understand and adhere to federal, state and department lending industry policies, rules, and regulations (e.g., Administrative Manual, Operations Manual, Military and Veterans Code, CalVet Loan Contract, and Title 12 of the California Code of Regulations).			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
23	Perform post-closing review of all recorded and legal documents including the title insurance policies and loan guarantees.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
24	Review and approve all aspects of the preliminary title report (e.g., description, vesting, exceptions, exclusions, plat map.)			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
25	Analyze and review completed appraisals (of residential properties to include condominiums, planned unit developments, mobile homes on land, mobile homes in parks and parks) performed by State licensed certified fee appraisers or staff appraisers.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
26	Review the verification of income and the applicant's assets, liabilities, and expenses.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
27	Provide training for various functions of the unit/division.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __

Item	Task / Duty	Experience / Education	Frequency	Verification Employment (Emp) Education (Edu)
28	Act as lead with certain delegated authority.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
29	Perform quality control reviews and compliance.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
30	Determine veteran qualifications and loan eligibility.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
31	Analyze and review loan packages, determine needed documentation, and issue appropriate decision letter.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
32	Perform various technical functions related to the preparation and processing of loan documents for purchase (e.g., including escrow instructions, funding, origination, processing, underwriting).			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
33	Prepare and maintain various reports related to the preparation and processing of loan documents and funding (e.g., origination, processing, funding, and underwriting).			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
34	Participate in the most difficult aspects of loan servicing relating to posting of payments, property taxes, fire and hazard insurance, disaster indemnity, life and disability insurance coverage and claims, home improvement loans, subordination processing, and consent to encumber.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
35	Process subordination and/or cost to encumber property and monitor and review real property, life and disability insurance claims, and supervise restorative work.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __

Item	Task / Duty	Experience / Education	Frequency	Verification Employment (Emp) Education (Edu)
36	Review and process changes in title, vesting, or property modifications due to divorce, death, marriage, a revocable living trust, lot line adjustments, Soldiers and Sailors deferrals, etc.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
37	Effectively assist borrowers with solutions to dilemmas caused by losses of real property (due to fire and other hazards) and make adjustments to properties, including supervision of restorative work, assist borrowers with life claims and disability issues.			<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __

Section 3: Knowledge, Skills, and Abilities (KSAs) Ratings

Instructions:

Respond to each of the following items by indicating how the statement applies to you. You are required to respond to every item.

Using the scales (Experience/Education and Verification) provided below, you will rate your experience in accordance to specific job-related knowledge, skills, and/or abilities.

In responding to each item, use the information you listed in **Section 1: Employment/Education Verification**.

Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).

For items 1-23, provide responses regarding your:

- **“Experience/Education”** – Using the Experience/Education rating scale identify the corresponding number for the amount of time, based on experience and/or education that you have applied the item, and write that number in the Experience/Education box. Please complete this for each item.
- **“Verification”** – Mark the “Emp” and “Edu” boxes that match your employment and/or education listed in Section 1: Employment/Education Verification.

Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).

- Ensure you have marked at least one box for each item in the Verification column.
- Make sure the Verification column is marked correctly for the Employment/Education you indicated.

EXPERIENCE / EDUCATION SCALE

I have applied this knowledge, skill, and/or ability for:

4 – More than seven years.

3 – More than five years and up to seven years.

2 – More than three years and up to five years.

1 – More than one year and up to three years.

0 – Less than one year.

Item	Knowledge/Skill/Ability	Experience / Education	Verification Employment (Emp) Education (Edu)
1	Thorough knowledge of mortgage lending principles and practices.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
2	Basic knowledge of common methods of describing real property and property values.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
3	Basic knowledge of property values and the effect of social, economic, and political trends upon value, price, and cost of improvements.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __

Item	Knowledge/Skill/Ability	Experience / Education	Verification Employment (Emp) Education (Edu)
4	Intermediate knowledge of principles, methods, and techniques involved in real estate appraisal and mobile home (on land and in parks) appraisal.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
5	Thorough knowledge of federal, state, department rules, laws, regulations and policies as it relates to real estate, real property, and mobile homes (on land and in parks).		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
6	Thorough knowledge of legal procedures, instruments, and terminology used in purchasing, selling, renting, leasing, and repossessing real property.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
7	Thorough knowledge of documents utilized in loan and real property transactions.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
8	Working knowledge of California real estate law, real property law, and real estate practice.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
9	Thorough knowledge of the basic functions of all units and offices within the mortgage lending institution.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
10	Thorough knowledge of the principles and methods of appraisal (e.g. real estate, real property, mobile home [on land and in parks]), and appraisal review.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
11	Thorough knowledge of common methods of title examination.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __

Item	Knowledge/Skill/Ability	Experience / Education	Verification Employment (Emp) Education (Edu)
12	Working knowledge of federal and private mortgage insurance and VA guarantees, Ginnie Mae origination, servicing, procedures, laws, rules, and regulations.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
13	Basic knowledge of identification of structural instability and hazards to real property.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
14	Ability to gather, assemble, and analyze data.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
15	Ability to make mathematical computations (e.g., addition, subtraction, multiplication, division, percentages, etc.).		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
16	Ability to gain and maintain the confidence and cooperation of persons contacted during the course of work.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
17	Ability to speak and write effectively.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
18	Ability to operate a computer and/or other computerized equipment.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
19	Ability to prepare correspondence and reports.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __

Item	Knowledge/Skill/Ability	Experience / Education	Verification Employment (Emp) Education (Edu)
20	Ability to review appraisals, construction examinations, plans analyses, and insurance claim adjustments.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
21	Ability to work independently with minimal supervision.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
22	Ability to effectively train and serve as lead person for lower level staff.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __
23	Ability to analyze situations accurately and adopt an effective course of action.		<input type="checkbox"/> Emp A <input type="checkbox"/> Edu A <input type="checkbox"/> Emp B <input type="checkbox"/> Edu B <input type="checkbox"/> Emp C <input type="checkbox"/> Edu C <input type="checkbox"/> Emp D <input type="checkbox"/> Edu D <input type="checkbox"/> Emp __

TYPE OF EMPLOYMENT YOU WILL ACCEPT

Please select all locations and tenures for which you are willing to accept employment. If you are successful in the examination, your name will be placed on the employment list and referred to fill vacancies according to the conditions you specify on this form.

- ☐Permanent – Full Time.
- ☐Limited Term – Full Time.
- ☐Permanent – Part Time.
- ☐Limited Term – Part Time.
- ☐Permanent – Intermittent.
- ☐Limited Term – Intermittent.

☐ **ANYWHERE IN THE STATE** – If checked, no further selection is necessary.

NOTE: If you select more than 15 counties below, you may be considered available for work anywhere in the State.

☐ 8004 **ANYWHERE IN THE NORTHERN REGION**

OR make Northern Region county choices below.

- ☐ 0400 Butte
- ☐ 0600 Colusa
- ☐ 0800 Del Norte
- ☐ 1100 Glen
- ☐ 1200 Humboldt
- ☐ 1700 Lake
- ☐ 1800 Lassen
- ☐ 2300 Mendocino
- ☐ 2500 Modoc
- ☐ 2900 Nevada
- ☐ 3100 Placer
- ☐ 3200 Plumas
- ☐ 4500 Shasta
- ☐ 4600 Sierra
- ☐ 4700 Siskiyou
- ☐ 5100 Sutter
- ☐ 5200 Tehama
- ☐ 5300 Trinity
- ☐ 5800 Yuba

☐ 8001 **ANYWHERE IN THE CENTRAL REGION**

OR make Northern Region county choices below.

- ☐ 0100 Alameda
- ☐ 0200 Alpine
- ☐ 0300 Amador
- ☐ 0500 Calaveras
- ☐ 0700 Contra Costa
- ☐ 0900 El Dorado
- ☐ 1000 Fresno
- ☐ 2000 Madera
- ☐ 2100 Marin
- ☐ 2200 Mariposa
- ☐ 2400 Merced
- ☐ 2700 Monterey
- ☐ 2800 Napa
- ☐ 3400 Sacramento
- ☐ 3500 San Benito
- ☐ 3800 San Francisco
- ☐ 3900 San Joaquin
- ☐ 4100 San Mateo
- ☐ 4300 Santa Clara
- ☐ 4400 Santa Cruz
- ☐ 4800 Solano
- ☐ 4900 Sonoma
- ☐ 5000 Stanislaus
- ☐ 5500 Tuolumne
- ☐ 5700 Yolo

☐ 8011 **ANYWHERE IN THE SOUTHERN REGION**

OR make Northern Region county choices below.

- ☐ 1300 Imperial
- ☐ 1400 Inyo
- ☐ 1500 Kern
- ☐ 1600 Kings
- ☐ 1900 Los Angeles
- ☐ 2600 Mono
- ☐ 3000 Orange
- ☐ 3300 Riverside
- ☐ 3600 San Bernardino
- ☐ 3700 San Diego
- ☐ 4000 San Luis Obispo
- ☐ 4200 Santa Barbara
- ☐ 5400 Tulare
- ☐ 5600 Ventura



Please notify us promptly of address or location preference changes at:

California Department of Veterans Affairs
Examination Unit
1227 O Street, Room 404, Sacramento CA 95814
or contact us by calling (916) 653-2535 or emailing exams@calvet.ca.gov.



State of California Application Instructions

Read the following instructions carefully before completing this application. Please complete the application on a computer or print in ink. All questions **must** be answered completely and accurately, except as noted. You may be disqualified for any false or misleading statements or for omitting information. The information you furnish will be used to apply for a job, determine your eligibility and/or may be the basis for arriving at your final rating in an examination. During the course of an examination, you may be requested to provide additional information regarding your qualifications, your preference regarding work location, shifts, etc.

Social Security Number (SSN) – Providing this is voluntary in accordance with the Privacy Act of 1974 (PL 93-579). However, a SSN may be needed to process your application when granting items such as Veterans' Preference, Limited Examination and Appointment Program (LEAP), Career Credits, and/or confirming list eligibility.

Examination(s) or Job Title(s) – Provide the title of the position listed on the announcement.

Question 2 – Must be answered by all applicants. You must answer "Yes" if you have ever, because of poor performance or misconduct, been fired, dismissed, or terminated from a job, or had an employment contract terminated. Applicants who have been rejected during a probationary period, or whose dismissals or terminations have been overturned, withdrawn (unilaterally or as part of a settlement agreement) or revoked need not answer "Yes." Explain any "Yes" answers in the Explanations section. Briefly describe the facts, findings, any action taken against you, and the circumstances under which you left the position.

In completing this application, you do not need to answer "Yes" to Question 2 if:

you have been rejected during a probationary period;
your employer withdrew the firing, dismissal, termination, or contract termination (either voluntarily or as part of a settlement); or
a court or administrative agency overturned or revoked the firing, dismissal, termination, or contract termination.

If asked about past employment history by a prospective employer during the hiring process or probationary period, applicants are required to tell the truth regarding any firing, dismissal, termination, contract termination or rejection during probationary period, whether or not the action was overturned, revoked, or withdrawn (either voluntarily by the employer or, as part of a settlement agreement). Applicants are also required to provide factually correct information in the Employment History section of the application.

Question 3 – Must be answered by all applicants. Government Code section 18720.45 requires applicants for state employment to disclose on their application form whether they have entered into any agreement(s) with the state in which the applicant agreed to refrain from seeking or accepting any subsequent employment with the state. You must answer "Yes" to this question if you have ever entered into a written agreement with any department, agency, commission, board,

state employer, or other governmental unit within California state civil service, where one of the terms of the agreement provided that you agreed not to seek or accept subsequent employment with the state or any state agency. A state agency includes any department, agency, commission, board, state employer, or other governmental unit within the California state civil service, but does not include the California State University.

Question 4 – Must be answered by all applicants. Government Code section 18720.45 requires applicants for state employment to disclose on their application form whether they have entered into any agreement(s) with the state in which the applicant agreed to refrain from seeking or accepting any subsequent employment with the state. You must answer "yes" to this question if you have ever entered into a written agreement with any department, agency, commission, board, state employer, or other governmental unit within the California state civil service, involving an adverse action, rejection on probation, or AWOL termination where one of the terms of the agreement provided that you agreed not to seek or accept subsequent employment with a particular state agency. A state agency includes any department, agency, commission, board, state employer, or other governmental unit within the California state civil service, but does not include the California State University. If you answer "Yes" to this question, please provide the name of the particular agency and the details in the Explanations section.

Question 10 – If you checked "Yes" and you are not able to attach the Accommodation Request form, you will be contacted via telephone or mail to make specific arrangements.

Explanations – Use this section to explain the details of any response that requires additional information. Be thorough, and attach additional sheet(s) if needed.

Applicant's Signature – Your signature and the date signed is required. If the hard copy application is not signed, it may be rejected. Electronic submission of your application through a CalCareer Account certifies your application in place of a signature and date signed.

Education – You must include a complete record of your training and educational background. Please read the requirements of the examination bulletin for any specific educational requirements. If more space is needed, you may attach additional documentation.

Licenses – If the examination bulletin requires a specific license, professional certificate, or membership in a professional organization, list the full name of the license, certificate or organization, the license number, and the official expiration date of the document or membership.

Employment History and Experience – You must include a complete list of your paid and/or volunteer work experience **that relates to the qualification requirements specified on the examination bulletin**. List all relevant jobs during the past 10 years, regardless of duration, including part-time and military service. You should also list volunteer experience and jobs if they directly relate to the job for which you are applying. **State employees must list the specific departments for which they worked and indicate the specific civil service class title(s) held.**

Requesting Veterans' Preference – If you have not previously applied and been approved for Veterans' Preference, you must complete and submit the Veterans'

Preference Form, CALHR-1093 to the California Department of Human Resources.

Equal Employment Opportunity Page – Providing this information is voluntary. This data is only to be used for statistical purposes in evaluating the extent to which the state is complying with state and federal equal employment opportunity and non-discrimination requirements.

NOTE: Your completed application and other examination related information submitted to the department administering this examination becomes confidential information and the property of the State of California as provided by Government Code section 18934. This application and other confidential information **will not be returned**; therefore, it is recommended that you keep a copy of your completed application for your records. Your rights to inspect your examination papers are set forth in Title 2, section 186 -189 of the California Code of Regulations, which can be accessed at Office of Administrative Law website at: oal.ca.gov.

Information About Disability

Physical disability includes but is not limited to having any physiological disease, disorder, condition, cosmetic disfigurement, or anatomical loss that affects one or more of several body systems and limits a major life activity. The body systems listed include the neurological, immunological, musculoskeletal, special sense organs, respiratory, including speech organs, cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine systems. A physiological disease, disorder, condition, cosmetic disfigurement, or anatomical loss limits a major life activity, such as working, if it makes the achievement of the major life activity difficult.

Mental disability includes but is not limited to having any mental or psychological disorder or condition, such as intellectual or cognitive disability, organic brain syndrome, emotional or mental illness, or specific learning disabilities, that limits a major life activity, or having any other mental or psychological disorder or condition that requires special education or related services.

Major life activities are defined broadly and include physical, mental, and social activities, including but not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, interacting with others, and working. Major life activities include the operation of major bodily functions, including functions of the immune system, special sense organs and skin, normal cell growth, digestive, genitourinary, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic, musculoskeletal, and reproductive functions.

Major bodily functions include the operation of an individual organ within a body system.

An impairment "limits" a major life activity if it makes the achievement of the major life activity difficult.

Medical condition is defined as any health impairment related to or associated with a diagnosis of cancer or a record or history of cancer, or a genetic characteristic.

Genetic characteristic is defined as any scientifically or medically identifiable gene or chromosome or an inherited characteristic that could statistically lead to increased development of a disease or disorder.

California Code of Regulations, Title 2, section 11065.

State of California Application

PRINT OR TYPE

APPLICANT'S NAME (Last) (First) (M.I.)		CALCAREER ID	
MAILING ADDRESS (Number) (Street) (Apt #)		SOCIAL SECURITY NUMBER (Exams Only)	
(City) (County) (State) (Zip Code)			
E-MAIL ADDRESS	1st TELEPHONE NUMBER	Work Home Other	2nd TELEPHONE NUMBER
		Work Home Other	
EXAMINATION(S) OR JOB TITLE(S) FOR WHICH YOU ARE APPLYING			PERSONNEL USE ONLY

STANDARD EMPLOYMENT QUESTIONS

1. Are you now employed by the State of California? If "Yes," fill in the information below. Yes No
Department: Subdivision:
2. Have you ever been fired, dismissed, terminated, or had an employment contract terminated from any position for performance or for disciplinary reasons? If "Yes," give details in the "Explanation" section below and refer to the instructions page for further information. Yes No
3. Have you ever entered into any written agreement with a state agency in which you agreed not to seek or accept subsequent employment with the state or any state agency? Yes No
4. Have you ever entered into any written agreement with a state agency involving an adverse action, rejection on probation, or AWOL termination, in which you agreed not to seek or accept subsequent employment with a particular state agency? Yes No
5. In addition to English, list any other languages you are fluent in:
a. Verbal fluency in
b. Written fluency in

ANSWER THE FOLLOWING QUESTIONS ONLY IF THE EXAM BULLETIN OR JOB POSTING REQUIRES THE INFORMATION

6. For typing applicants only: I certify I can type at a speed of words per minute.
7. Do you meet the minimum and/or maximum age requirements? Yes No
8. Do you possess a valid California Driver License? If "Yes," fill in the information below. Yes No
License #: Class: Restrictions:

ANSWER THE FOLLOWING QUESTIONS IF APPLYING TO TAKE AN EXAMINATION

9. Enter your preferred county to take the examination, if different from your county of residence:
10. Do you need an accommodation to take an examination or assessment? If "Yes," complete the Accommodation form. Yes No

NOTE: If you are a veteran, widow or widower of a veteran, or spouse of a 100% disabled veteran, you may qualify for Veterans' Preference. For information regarding Veterans' Preference see www.calcareers.ca.gov or www.calvet.ca.gov.

EXPLANATIONS: Provide details of any response that requires additional information.

CERTIFICATION – IMPORTANT – READ BEFORE SIGNING – YOUR SIGNATURE IS REQUIRED FOR HARD COPY SUBMISSION

I certify under penalty of perjury that the information I have entered on this application is true and complete to the best of my knowledge. I further understand that any false, incomplete, or incorrect statements may result in my disqualification from the examination process or dismissal from employment with the State of California. I authorize the employers and educational institutions identified on this application to release any information they may have concerning my employment or education to the State of California.

APPLICANT'S SIGNATURE		DATE SIGNED																																											
APPLICANTS — DO NOT USE THE SPACE BELOW — FOR PERSONNEL USE ONLY																																													
<table><tr><td>Classes</td><td>01</td><td>02</td><td>03</td><td>04</td><td>05</td><td>06</td><td></td><td></td><td></td></tr><tr><td>WC for Series/Levels</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>RC/Flag for Series/Levels</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>	Classes	01	02	03	04	05	06				WC for Series/Levels										RC/Flag for Series/Levels										Flags WC		<table><tr><td colspan="2">FOR PERSONNEL USE ONLY</td></tr><tr><td colspan="2">STATUS</td></tr><tr><td>Accepted</td><td>REJECTED WC</td></tr><tr><td>EXPERIENCE</td><td>LICENSE REQUIREMENT</td></tr><tr><td>EDUCATION</td><td>OTHER</td></tr><tr><td>STAFF</td><td>DATE PROCESSED</td></tr></table>	FOR PERSONNEL USE ONLY		STATUS		Accepted	REJECTED WC	EXPERIENCE	LICENSE REQUIREMENT	EDUCATION	OTHER	STAFF	DATE PROCESSED
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APPLICANT'S NAME (<i>Last</i>)	(<i>First</i>)	(<i>M.I.</i>)	CALCAREER ID
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EDUCATION

DID YOU GRADUATE FROM HIGH SCHOOL? IF NOT, DO YOU POSSESS A GED OR EQUIVALENT? IF NOT, ENTER THE HIGHEST GRADE YOU COMPLETED?

Yes No Yes No _____

UNIVERSITY OR COLLEGE — BUSINESS, CORRESPONDENCE, TRADE OR SERVICE SCHOOL, NAME AND LOCATION	COURSE OF STUDY	UNITS COMPLETED SEMESTER	UNITS COMPLETED QUARTER	DIPLOMA, DEGREE OR CERTIFICATE OBTAINED	DATE COMPLETED

LICENSES – LIST APPLICABLE LICENSES AND CERTIFICATES INDICATED IN THE EXAMINATION BULLETIN.
(If you are an attorney, please indicate the date you were admitted to the Bar under the Issue Date column, if stated on the examination bulletin.)

LICENSE / CERTIFICATION NUMBER	ISSUE DATE	EXPIRATION DATE	IN THE SPACE BELOW, INDICATE SPECIFIC COURSE REQUIREMENTS NEEDED TO SATISFY REQUIREMENTS FOR THIS EXAMINATION

EMPLOYMENT HISTORY – List relevant paid, military and/or volunteer experience that relate to the qualification requirements. List each job separately.

FROM (MM/DD/YY)	TO (MM/DD/YY)	TITLE/JOB CLASSIFICATION (<i>Include Range or Level, if applicable</i>)	SUPERVISOR NAME
HOURS PER WEEK	COMPANY/STATE AGENCY NAME		SUPERVISOR PHONE NUMBER
TOTAL WORKED	ADDRESS		

DUTIES PERFORMED

REASON FOR LEAVING

APPLICANT'S NAME (Last)		(First)	(M.I.)	CALCAREER ID
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CalHR Privacy Notice on Information Collection

The California Department of Human Resources (CalHR) is committed to the privacy of your personal information. The information requested on this form may include personal information. Under the Information Practice Act of 1977, California Civil Code section 1798.17, agencies/departments that use this form to collect personal information from individuals are required to provide a privacy notice with this form. For more information, you may wish to contact the appointing authority at which you are applying to receive information regarding that appointing authority's privacy policy, and privacy notice on information collection.

Legal Authority for Collection and Use of Information

CalHR is requesting the information specified on this form pursuant to Government Code sections 8310.5, 11019.11, 12946, 18720, 18720.1, 19233, 19234, 19705, 19790, 19792(h) and the California Code of Regulations, Title 2, sections 599.980, 11013(b).

The information collected will be used for scheduling examinations, determining your eligibility for state civil service, and contacting you. Information will also be used for statistical and analytic purposes, audit purposes and may be disclosed to the appointing authority to which you apply.

Individuals should not provide personal information that is not requested or required.

The submission of all information requested is mandatory unless otherwise noted. If you fail to provide the information requested, CalHR will not be able to determine your eligibility for state civil service employment.

Disclosure and Sharing

CalHR does not, under any circumstance, sell your electronically collected personal information. In addition, Government Code section 11015.5 (6) prohibits CalHR and all state agencies from distributing or selling any electronically collected personal information, as defined above, about users to any third party without the written permission of the user. Any distribution of electronically collected personal information will be used solely for its intended use. However, we may share your personal information under the following circumstances:

1. To other state departments and third party vendors for administering our human resource responsibilities as required by law;
2. You give us permission and we have your consent; and/or
3. We may release information to a party with a legal authority, such as a subpoena.

Department Privacy Policy

The information collected by CalHR is subject to the limitations in the Information Practices Act of 1977 and state policy. For more information on how we care for your personal information, please read our Privacy Policy at <http://calhr.ca.gov/pages/privacy-policy.aspx>.

Access to Your Information

You can view your personal information through your CalCareer account. If you have questions regarding your CalCareer account, you may contact the CalHR Selection Division.

CalHR Selection Division
1515 S Street, Room, 500N
Sacramento, CA 95811
866-844-8671

EQUAL EMPLOYMENT OPPORTUNITY

APPLICANT: This data assists the State of California in its commitment to equal employment opportunity. Applicants are asked to voluntarily provide the information below. This questionnaire will be separated from the application and will not be used in any employment decisions. This data will be used for statistical data gathering and reporting purposes in evaluating the extent to which the state is complying with state and federal equal employment opportunity and non-discrimination requirements.

SOCIAL SECURITY NUMBER	AGE				GENDER	
	Under 21 (1)	21-39 (3)	40-69 (6)	70 and Over (7)	Male	Female

RACE AND ETHNICITY

Check one box that best describes your race or ethnicity.

BLACK or AFRICAN AMERICAN (F)

**AMERICAN INDIAN or ALASKA
NATIVE** (H)

HISPANIC or LATINO (alone or in
combination with any other race) (D)

WHITE (E)

MULTIPLE RACES* (X)

ASIAN

Multiple Asian** (S)

Indian (M)

Cambodian (U)

Chinese (J)

Filipino (G)

Japanese (I)

Korean (K)

Laotian (V)

Vietnamese (L)

Other Asian (S)

PACIFIC ISLANDER

Multiple Pacific Islander*** (T)

Guamanian (R)

Hawaiian (P)

Samoa (Q)

Other Pacific Islander (T)

I choose not to identify.

* If you identify with more than one race that is Non-Hispanic or Latino, select Multiple Races.

** If you identify with more than one Asian ethnicity, select Multiple Asian.

*** If you identify with more than one Pacific Islander ethnicity, select Multiple Pacific Islander.

DISABILITY

A person with a disability is an individual who:

- has a physical or mental impairment or medical condition that limits one or more life activities, such as walking, speaking, breathing, performing manual tasks, seeing, hearing, learning, caring for oneself or working;
- has a record or history of such impairment or medical condition; or
- is regarded as having such an impairment or medical condition.

Please refer to the instructions for more information regarding how disability is defined under the law.

Yes, I have a disability

No, I do not have a disability

MILITARY

Have you ever served in the United States military? Please check the appropriate box below.

Yes, I have served in the military

No, I have not served in the military

AUTHORITIES

Government Code sections 8310.5, 11019.11, 12946, 19233, 19234, 19705, 19790, 19792(h) and California Code of Regulations, Title 2, sections 599.980, 11013(b) authorize the State of California to collect demographic information on job applicants and exam participants for analysis and statistical purposes.

Thank You For Completing This Questionnaire